

LIHEAP Performance Measures | Household Energy Cost Data Fact Sheet

Low Income Home Energy Assistance Program (LIHEAP) Performance Measures are important because they help us understand how well we are targeting bill payment assistance to households with the highest energy costs in relation to income (as required in Section 2605 (b)(5) of the LIHEAP statute).

New LIHEAP Performance Measures require us to obtain annual main heating fuel and electricity bill data from vendors for LIHEAP households. This document outlines the steps necessary for this exchange.

STEP 1 – List of Customer Accounts

We will compile and send you a list of households that have received benefits through the Low Income Home Energy Assistance Program (LIHEAP). These program participants have indicated that your company furnishes **[Electric and/or Natural Gas Services]** to their household and have signed an Authorization Form that allows you to release data to us.

STEP 2 – Prepare a Data File with Customer Charge Information

Please furnish an electronic data file with monthly electric and/or natural gas billing information for customers with matching records for the period from October 2014 through September 2015. The extract should furnish one record for each month for each customer. Alternatively, the extract can furnish one annual charge for each customer (if available). Data should be included for households who lived at the same service address during the entire reporting period (10/1/14 through 9/30/15).

STEP 3 – Return Data File via CD or FTP

The data can be delivered in a password protected file via email, on a password protected CD, or via a secure FTP site.

Frequently Asked Questions

Why are we collecting this data?

New LIHEAP Performance Measures require grantees to obtain annual main heating fuel and electricity bill data from vendors for LIHEAP households.

What data are to be reported and in what format?

The billing information should identify the account number, the account name, the service address, the date the meter was read, as well as the natural gas and electric charges (for each month of the reporting period, or for the entire reporting period). See the attached forms for an example of how we would like the data formatted. We are most interested in the annual energy cost of each household.

How do I know that this information request does not violate my customer's privacy?

All LIHEAP clients have signed authorization forms to release utility information. In addition, the information you provide will be protected and will remain confidential. When results are reported, cost information will not be associated with the housing units, account numbers, or the names of the clients in any way.